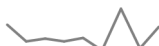
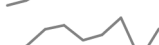


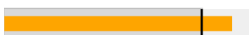
Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	2,711	2,796	-3%
	Admits	2,797	2,786	0%
	Discharges	2,589	2,822	-8%
	Service Hours	32,950	25,374	30% ▲
	Bed Days	30,671	31,399	-2%

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey (Based on 477 FY24 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Participation in Treatment		93%	80%	92%
✓ Overall		93%	80%	91%
✓ Quality and Appropriateness		92%	80%	93%
✓ Respect		91%	80%	91%
✓ General Satisfaction		90%	80%	92%
✓ Access		89%	80%	88%
✓ Outcome		80%	80%	83%

 Satisfied % | Goal %  0-80%  80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	1,003	29.8%
	Community Support	368	10.9%
	Crisis Services	189	5.6%
	Social Rehabilitation	111	3.3%
	Case Management	42	1.2%
	Residential Services	25	0.7%
	ACT	21	0.6%
Addiction	Residential Services	1,090	32.4%
	Outpatient	308	9.2%
	Case Management	67	2.0%
Forensic MH	Forensics Community-based	130	3.9%
	Residential Services	10	0.3%

Client Demographics

Age				Gender			
	#	%	State Avg		#	%	State Avg
18-25	168	6%	8%	Male	1,656	61%	59%
26-34	483	18%	19%	Female	1,064	39%	40%
35-44	724	27%	25%	Transgender/Other	3	0%	0%
45-54	514	19%	18%				
55-64	560	21%	18%				
65+	271	10%	11%				
Ethnicity				Race			
	#	%	State Avg		#	%	State Avg
Non-Hispanic	1,988	73%	64%	White/Caucasian	1,713	63%	58%
Hispanic-Other	586	22% ▲	11%	Other	510	19%	12%
Unknown	126	5%	14%	Black/African American	358	13%	17%
Hisp-Puerto Rican	23	1%	10%	Unknown	112	4%	9%
Hispanic-Cuban			0%	Asian	16	1%	1%
Hispanic-Mexican			1%	Am. Indian/Native Alaskan	9	0%	1%
				Hawaiian/Other Pacific Islander	3	0%	0%
				Multiple Races	2	0%	1%

 Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	58	35	66% ▲
Admits	16	1	1500% ▲
Discharges	8	2	300% ▲
Service Hours	513	224	130% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	98%	92%
Valid TEDS Data	94%	52%
On-Time Periodic	Actual	State Avg
6 Month Updates	34%	8%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	98%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	12%	50%	51%	-38% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Not Arrested		55	95%	75%	50%	20% ▲
Abstinence/Reduced Drug Use		34	59%	55%	28%	4%
Stable Living Situation		50	86%	95%	51%	-9%
Self Help		22	38%	60%	15%	-22% ▼
Improved/Maintained Function Score		29	53%	75%	44%	-22% ▼
Employed		7	12%	50%	26%	-38% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		46	92%	90%	48%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		1	6%	75%	65%	-69% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										56%
Discharges										44%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 106 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	802	739	9%
Admits	325	242	34% ▲
Discharges	250	252	-1%
Service Hours	8,702	7,488	16% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	57%	89%
On-Time Periodic		
6 Month Updates	35%	47%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		97	39%	50%	44%	-11% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		473	55%	60%	61%	-5%
Employed		110	13%	30%	26%	-17% ▼
Improved/Maintained Function Score		397	56%	75%	47%	-19% ▼
Stable Living Situation		419	48%	95%	74%	-47% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		564	92%	90%	86%	2%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		235	78%	75%	79%	3%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	175	171	2%
Admits	25	15	67% ▲
Discharges	22	20	10%
Service Hours	996	1,018	-2%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	89%
On-Time Periodic		
6 Month Updates	63%	47%
Diagnosis		
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		11	50%	50%	44%	0%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		142	81%	60%	61%	21% ▲
Stable Living Situation		159	90%	95%	74%	-5%
Improved/Maintained Function Score		113	72%	75%	47%	-3%
Employed		19	11%	30%	26%	-19% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		153	99%	90%	86%	9%

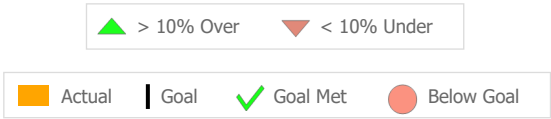
Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		16	64%	75%	79%	-11% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										89%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS



* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	10	8	25% ▲
Admits	4	3	33% ▲
Discharges	4	3	33% ▲
Bed Days	1,450	1,302	11% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	58%	58%
On-Time Periodic		
6 Month Updates	0%	0%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

✓ Treatment Completed Successfully	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		3	75%	75%	75%	0%
● No Re-admit within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		3	75%	85%	75%	-10%
✓ Follow-up within 30 Days of Discharge	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
		3	100%	90%	100%	10%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Improved/Maintained Function Score		5	83%	75%	83%	8%

Bed Utilization

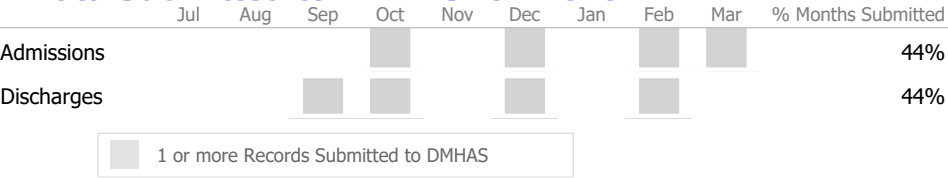
	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		6	629 days	0.3	88%	90%	59%	-2%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

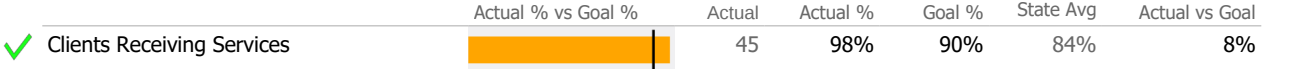
● Below Goal

* State Avg based on 1 Active MH Intensive Res. Rehabilitation Programs

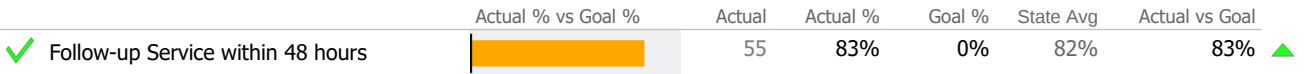
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	130	268	-51% ▼
Admits	103	224	-54% ▼
Discharges	88	231	-62% ▼
Service Hours	139	530	-74% ▼

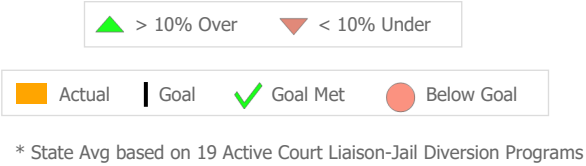
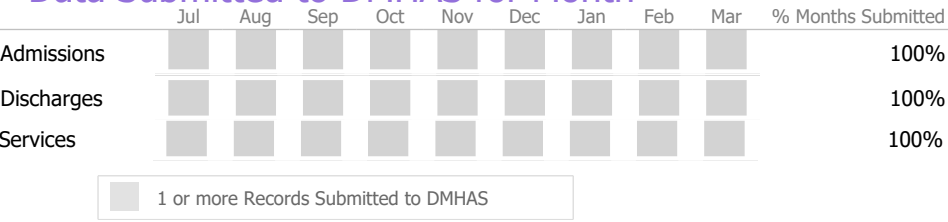
Service Utilization



Jail Diversion



Data Submitted to DMHAS for Month



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	47	64	-27% ▼
Admits	49	62	-21% ▼
Discharges	51	61	-16% ▼
Bed Days	1,877	1,523	23% ▲

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		47	92%	85%	93%	7%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Follow-up within 30 Days of Discharge		36	90%	90%	59%	0%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		10	59 days	0.2	69%	90%	59%	-21% ▼
< 90% 90-110% >110%								

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 12 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	368	301	22% ▲
Admits	113	77	47% ▲
Discharges	73	52	40% ▲
Service Hours	8,440	5,454	55% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	91%
On-Time Periodic	Actual	State Avg
6 Month Updates	79%	87%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		39	53%	65%	61%	-12% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		267	71%	60%	80%	11% ▲
Stable Living Situation		283	76%	80%	88%	-4%
Employed		41	11%	20%	16%	-9%
Improved/Maintained Function Score		162	53%	65%	55%	-12% ▼

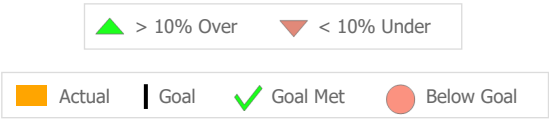
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		288	95%	90%	98%	5%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS



* State Avg based on 33 Active CSP Programs

Program Activity				Service Utilization						
Measure	Actual	1 Yr Ago	Variance %							
Unique Clients	110	88	25% ▲	✓ Clients Receiving Services		72	97%	90%	81%	7%
Admits	58	30	93% ▲							
Discharges	45	31	45% ▲							
Service Hours	9,974	6,838	46% ▲							
Social Rehab/PHP/IOP Days	0	2	-100% ▼							

Data Submitted to DMHAS for Month										% Months Submitted
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	
Admissions										100%
Discharges										89%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 34 Active Social Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	138	148	-7%
Admits	35	30	17% ▲
Discharges	38	42	-10%
Service Hours	1,565	1,557	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	83%	89%
On-Time Periodic	Actual	State Avg
6 Month Updates	51%	47%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	99%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		21	55%	50%	44%	5%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		127	84%	60%	61%	24% ▲
● Improved/Maintained Function Score		93	70%	75%	47%	-5%
● Stable Living Situation		111	73%	95%	74%	-22% ▼
● Employed		13	9%	30%	26%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Clients Receiving Services		98	86%	90%	86%	-4%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ 2 or more Services within 30 days		22	65%	75%	79%	-10%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										89%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 79 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	20	0%
Admits	3	2	50% ▲
Discharges	1	2	-50% ▼
Bed Days	5,035	5,330	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	92%	87%
On-Time Periodic		
6 Month Updates	100%	94%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	100%	60%	71%	40% ▲
Follow-up within 30 Days of Discharge		0	0%	90%	74%	-90% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Social Support		20	95%	60%	84%	35% ▲
Stable Living Situation		20	95%	95%	96%	0%
Employed		5	24%	25%	13%	-1%
Improved/Maintained Function Score		13	68%	95%	73%	-27% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		21	2,430 days	0.4	88%	90%	90%	-2%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										33%
Discharges										11%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 62 Active Supervised Apartments Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	67	30	123% ▲
Admits	41	30	37% ▲
Discharges	28	8	250% ▲
Service Hours	106	62	70% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	80%	90%
On-Time Periodic		
6 Month Updates	10%	46%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		16	57%	50%	65%	7%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Employed		16	23%	20%	30%	3%
● Stable Living Situation		52	75%	80%	70%	-5%
● Self Help		27	39%	60%	42%	-21% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		40	98%	90%	92%	8%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										89%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 8 Active Standard Case Management Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	11	5	120% ▲
Admits	10	5	100% ▲
Discharges	3	5	-40% ▼
Service Hours	66	34	94% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	61%	92%
Valid TEDS Data	40%	52%
On-Time Periodic	Actual	State Avg
6 Month Updates	50%	8%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		1	33%	50%	51%	-17% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		4	36%	55%	28%	-19% ▼
Not Arrested		6	55%	75%	50%	-20% ▼
Stable Living Situation		7	64%	95%	51%	-31% ▼
Self Help		3	27%	60%	15%	-33% ▼
Employed		1	9%	50%	26%	-41% ▼
Improved/Maintained Function Score		3	60%	75%	44%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		8	89%	90%	48%	-1%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		7	70%	75%	65%	-5%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
Discharges										22%
Services										56%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 106 Active Standard Outpatient Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	143	116	23% ▲
Admits	156	136	15% ▲
Discharges	150	130	15% ▲
Service Hours	204	88	133% ▲

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Evaluation within 1.5 hours of Request		126	97%	90%	76%	7%
✓ Community Location Evaluation		121	93%	80%	78%	13% ▲
✓ Follow-up Service within 48 hours		49	98%	90%	88%	8%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%
Services										100%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 26 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	166	190	-13% ▼
Admits	109	104	5%
Discharges	94	128	-27% ▼
Service Hours	1,485	1,437	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	92%
Valid TEDS Data	95%	52%
On-Time Periodic	Actual	State Avg
6 Month Updates	44%	8%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		55	59%	50%	51%	9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		134	74%	55%	28%	19% ▲
Not Arrested		164	91%	75%	50%	16% ▲
Employed		101	56%	50%	26%	6%
Stable Living Situation		160	88%	95%	51%	-7%
Self Help		79	44%	60%	15%	-16% ▼
Improved/Maintained Function Score		85	62%	75%	44%	-13% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		84	95%	90%	48%	5%

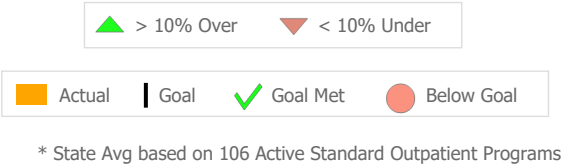
Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		93	90%	75%	65%	15% ▲

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	6	-17% ▼
Admits	-	1	-100% ▼
Discharges	1	1	0%
Bed Days	1,317	1,222	8%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	64%	93%
On-Time Periodic		
6 Month Updates	25%	91%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		0	0%	75%	63%	-75% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		1	100%	85%	68%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		N/A	N/A	90%	65%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		4	80%	75%	59%	5%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		5	1,818 days	0.3	96%	90%	88%	6%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										11%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

Goal Met

Below Goal

* State Avg based on 63 Active MH Intensive Res. Rehabilitation Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	15	15	0%
Admits	4	-	
Discharges	1	3	-67% ▼
Service Hours	61	45	36% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		14	88%	85%	83%	3%

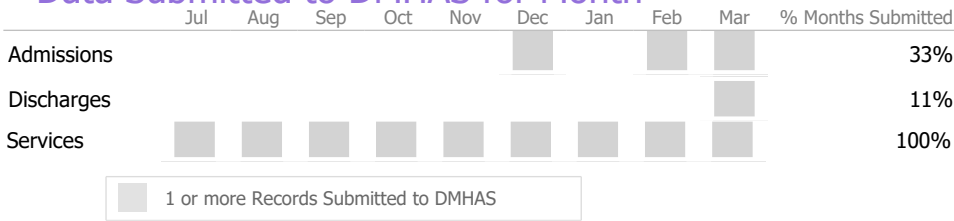
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		14	93%	90%	94%	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		94% 97%
On-Time Periodic		
✓ 6 Month Updates		100% 81%

Data Submitted to DMHAS for Month



▲ > 10% Over ▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Residential Detox Services

Rushford Center

Addiction - Residential Services - Medically Monitored Detox 3.7D

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2024 - March 2025 (Data as of Jun 20, 2025)

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	820	830	-1%
Admits	1,006	1,011	0%
Discharges	1,003	1,025	-2%
Bed Days	4,450	4,202	6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	90%	90%
Valid TEDS Data	100%	98%
On-Time Periodic		
6 Month Updates	N/A	N/A
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		718	72%	80%	77%	-8%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		827	82%	85%	79%	-3%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		521	73%	90%	60%	-17%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		19	4 days	0.0	85%	90%	83%	-5%

< 90%

90-110%

> 110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 6 Active Medically Monitored Detox 3.7D Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	578	614	-6%
Admits	584	634	-8%
Discharges	588	631	-7%
Bed Days	10,297	9,981	3%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	84%	86%
Valid TEDS Data	100%	97%
On-Time Periodic		
6 Month Updates	N/A	0%
Diagnosis		
Valid MH/SU Diagnosis	100%	99%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions	1	1	1	1	1	1	1	1	1	100%
Discharges	1	1	1	1	1	1	1	1	1	100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		435	74%	80%	74%	-6%
No Re-admit within 30 Days of Discharge		502	85%	85%	86%	0%
Follow-up within 30 Days of Discharge		260	60%	90%	61%	-30%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Function Score		466	79%	75%	86%	4%
Abstinence/Reduced Drug Use		407	65%	70%	63%	-5%
Self Help		266	43%	60%	65%	-17%

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		34	19 days	0.1	111%	90%	92%	21%

< 90% 90-110% >110%

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 10 Active SA Intensive Res. Rehabilitation 3.7 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	26	31	-16% ▼
Admits	-	-	
Discharges	4	5	-20% ▼
Service Hours	197	158	24% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		26	100%	85%	83%	15% ▲

Service Utilization

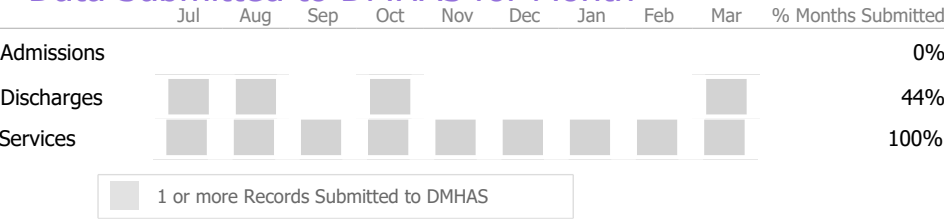
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		22	100%	90%	94%	10%

Data Submission Quality

Data Entry	Actual	State Avg
✓ Valid NOMS Data		97%

On-Time Periodic	Actual	State Avg
✓ 6 Month Updates		81%

Data Submitted to DMHAS for Month



▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 121 Active Supportive Housing – Scattered Site Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	112	142	-21% ▼
Admits	101	128	-21% ▼
Discharges	91	131	-31% ▼
Bed Days	6,178	7,839	-21% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	89%	84%
Valid TEDS Data	97%	96%
On-Time Periodic		
6 Month Updates	N/A	67%
Diagnosis		
Valid MH/SU Diagnosis	100%	100%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										100%

1 or more Records Submitted to DMHAS

Discharge Outcomes

✓ Treatment Completed Successfully		78	86%	70%	76%	16% ▲
✓ No Re-admit within 30 Days of Discharge		79	87%	85%	92%	2%
● Follow-up within 30 Days of Discharge		55	71%	90%	58%	-19% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Abstinence/Reduced Drug Use		91	80%	70%	80%	10% ▲
● Improved/Maintained Function Score		67	74%	95%	92%	-21% ▼

Bed Utilization

✓ Avg Utilization Rate		24	68 days	0.2	94%	90%	73%	4%
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< 90%

90-110%

> 110%

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 17 Active Intermediate/Long Term Res.Tx 3.5 Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	75	69	9%
Admits	43	35	23% ▲
Discharges	34	33	3%
Service Hours	504	399	27% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	85%	92%
Valid TEDS Data	82%	52%
On-Time Periodic	Actual	State Avg
6 Month Updates	9%	8%
Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	99%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		14	41%	50%	51%	-9%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Abstinence/Reduced Drug Use		41	54%	55%	28%	-1%
Not Arrested		56	74%	75%	50%	-1%
Employed		33	43%	50%	26%	-7%
Improved/Maintained Function Score		32	56%	75%	44%	-19% ▼
Stable Living Situation		43	57%	95%	51%	-38% ▼
Self Help		11	14%	60%	15%	-46% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		40	95%	90%	48%	5%

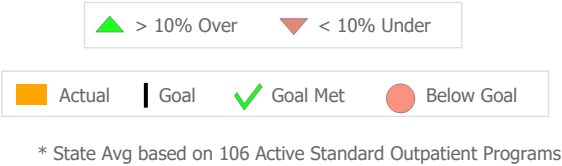
Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
2 or more Services within 30 days		35	81%	75%	65%	6%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										100%
Discharges										89%
Services										100%

1 or more Records Submitted to DMHAS



Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	21	22	-5%
Admits	10	8	25% ▲
Discharges	10	12	-17% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	73%	93%
On-Time Periodic		ActualState Avg
6 Month Updates	43%	86%
Diagnosis		ActualState Avg
Valid MH/SU Diagnosis	95%	98%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		6	60%	65%	58%	-5%
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
No Re-admit within 30 Days of Discharge		7	70%	85%	93%	-15% ▼
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Follow-up within 30 Days of Discharge		2	33%	90%	50%	-57% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		9	41%	15%	16%	26% ▲
Stable Living Situation		16	73%	60%	88%	13% ▲
Social Support		15	68%	60%	76%	8%
Improved/Maintained Function Score		12	71%	85%	26%	-14% ▼

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										78%
Discharges										78%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 24 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	2		
Admits	2	-	
Discharges	2	-	
Bed Days	67	-	

Data Submission Quality

Data Entry	Actual	State Avg
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Diagnosis	Actual	State Avg
Valid MH/SU Diagnosis	100%	9%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ No Re-admit within 30 Days of Discharge		2	100%	85%	93%	15% ▲
	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Follow-up within 30 Days of Discharge		1	50%	90%	59%	-40% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
● Avg Utilization Rate		1	36 days	0.5	74%	90%	59%	-16%

< 90%

90-110%

>110%

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										22%
Discharges										22%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 12 Active Respite Bed Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid TEDS Data		N/A

Data Submitted to DMHAS for Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	% Months Submitted
Admissions										0%
Discharges										0%

1 or more Records Submitted to DMHAS

▲ > 10% Over

▼ < 10% Under

Actual

Goal

✓ Goal Met

● Below Goal

* State Avg based on 9 Active Peer Based Mentoring Programs